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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/792,364	03/03/2004	Shmuel Shaffer	062891.1234	4261
5073	7590	02/26/2008		
BAKER BOTTS L.L.P. 2001 ROSS AVENUE SUITE 600 DALLAS, TX 75201-2980			EXAMINER HONG, HARRY S	
			ART UNIT 2614	PAPER NUMBER
			NOTIFICATION DATE 02/26/2008	DELIVERY MODE ELECTRONIC

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

ptomail1@bakerbotts.com  
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**Supplemental  
Notice of Allowability**

Application No.

10/792,364

Examiner

Harry S. Hong

Applicant(s)

SHAFFER ET AL.

Art Unit

2614

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to The telephonic interview of February 21, 2008.
2. ☒ The allowed claim(s) is/are 1-8, 10-36, 38-51, and 53-58 (renumbered as claims 1-55 respectively).
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All    b) ☐ Some\*    c) ☐ None    of the:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
  - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
    - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
  - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Notice of References Cited (PTO-892)   | 5. <input type="checkbox"/> Notice of Informal Patent Application  |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | 6. <input checked="" type="checkbox"/> Interview Summary (PTO-413),<br>Paper No./Mail Date <u>Attached</u> . |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO/SB/08),<br>Paper No./Mail Date _____    | 7. <input checked="" type="checkbox"/> Examiner's Amendment/Comment  |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit<br>of Biological Material | 8. <input checked="" type="checkbox"/> Examiner's Statement of Reasons for Allowance                         |
|  | 9. <input type="checkbox"/> Other _____.   |

### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Mr. Luke K. Pedersen (Reg. No. 45,003) on February 21, 2008.

The application has been amended as follows:

#### **IN THE CLAIMS:**

Claim 1, line 4, before "connection" insert --a telecommunication--;

Line 5, delete "and"; and

The last line, after "location" insert as a new step --; and establishing the telecommunication connection with the agent--.

Claim 16, line 2, delete "and";

Line 3, before "connection" insert --a telecommunication--; and

The last line, after "location" insert as a new step --; and establishing the telecommunication connection with the agent after the agent moves to the new location--.

Claim 30, line 5, before "connection" insert --a telecommunication--;

Line 6, delete "and";

Line 8, replace "at least one" with --the--; and

The last line, after "agents" insert --; and wherein the automatic call distributor operable to establish the telecommunication connection with the agent--.

Claim 40, line 4, delete "and";

Line 6, before "connection" insert --a telecommunication--; and

The last line, after "agents" insert --; and wherein the automatic call distributor operable to establish the telecommunication connection with the agent after the agent moves to the new location--.

Claim 50, line 4, before "connection" insert --a telecommunication--;

Line 5, delete "and"; and

The last line, after "location" insert as a new step --; and establishing the telecommunication connection with the agent--.

Claim 54, line 3, delete "and";

Line 4, before "connection" insert --a telecommunication--; and

The last line, after "location" insert as a new step --; and establishing the telecommunication connection with the agent after the agent moves to the new location--.

Claim 57, line 3, before "connection" insert --a telecommunication--;

Line 4, delete "and";

Line 6, replace "at least one" with --the--; and

The last line, after "agents" insert --; and means for establishing the telecommunication connection with the agent--.

Claim 58, line 2, delete "and";

Line 4, before "connection" insert –a telecommunication--;

The last line, after "agents" insert –and means for establishing the telecommunication connection with the agent after the agent moves to the new location--.

2. The following is an examiner's statement of reasons for allowance: The invention as claimed is not disclosed or rendered obvious in view of the prior art of record.

The prior art of record fails to teach or suggest, alone or in combination, the claimed totality of the features of routing a request for a telecommunication connection with one of the agents to one of the agents based at least in part on the location information; in response to the request for connection with one of the agents, communicating a message to at least one of the agents requesting the at least one agent to move to a new location; and establishing the telecommunication connection with the agent as recited in claims 1, 30, 50, and 57. Specifically, the patent to Griffith et al. (US 6,272,347 B1) fails to teach or suggest the features of routing a request for a telecommunication connection with one of the agents to one of the agents based at least in part on the location information because the request of Griffith is never routed to one of the agents but always to a central attendant position that is not involved in the telecommunication connection with the one of the agents.

The prior art of record also fails to teach or suggest, alone or in combination, the claimed totality of the features of in response to at least one request for a telecommunication connection with one of the agents, communicating a message to at

least one of the agents requesting the at least one agent to move to a new location; and establishing the telecommunication connection with the agent after the agent moves to the new location as recited in claims 16, 40, 54, and 58. Specifically, Griffith fails to teach or suggest the feature of establishing the telecommunication connection with the agent after the agent moves to a new location because Griffith teaches establishing the telecommunication connection only before the agent moves to the new location (see FIG. 6, steps 607, 609, 617, 619 or FIG. 7, steps 711, 713, 721, 723.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

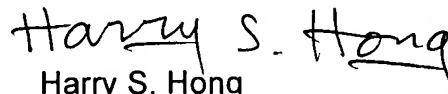
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Harry S. Hong whose telephone number is (571) 272-7485. The examiner is normally off on Wednesdays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad F. Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

  
Harry S. Hong  
Primary Examiner  
Art Unit 2614

February 21, 2008